# The Visibility Board: Empowering Nurses with Information
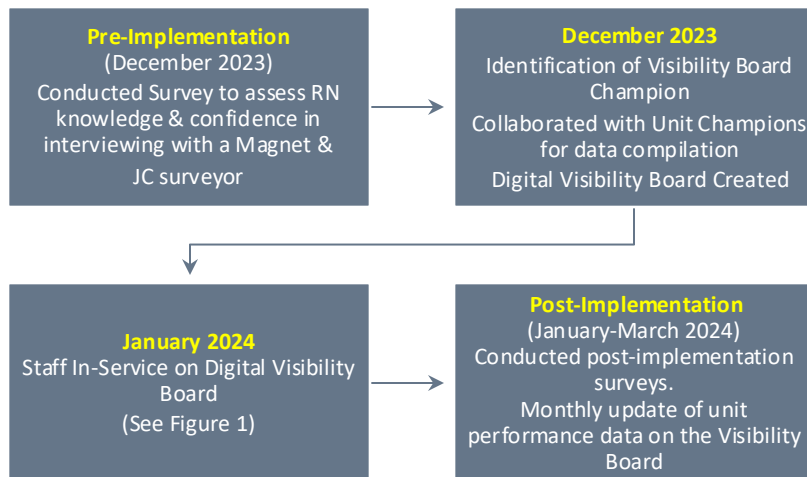
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## Background

- During mock regulatory visits, anxiety was observed among the Post Anesthesia Care Unit (PACU) RNs regarding being selected for interviews with Joint Commission (JC) & Magnet surveyors
- RNs' feedback revealed their anxiety stemmed from a knowledge deficit about PACU performance indicators, institutional goals, and ongoing quality improvement projects
- The PACU digital Visibility Board aims to empower RNs with information related to unit performance and prepare them for the JC & Magnet survey
- Unit information on the Visibility Board was displayed 24/7
- Evidence shows that a single comprehensive dashboard allows staff to easily access and compare performance metrics with institutional standards

## Methods

**Pre-Implementation**
(December 2023)
Conducted Survey to assess RN knowledge & confidence in interviewing with a Magnet & JC surveyor

**December 2023**
Identification of Visibility Board Champion
Collaborated with Unit Champions for data compilation
Digital Visibility Board Created

**January 2024**
Staff In-Service on Digital Visibility Board
(See Figure 1)

**Post-Implementation**
(January-March 2024)
Conducted post-implementation surveys.
Monthly update of unit performance data on the Visibility Board

## Key Findings

- A visually appealing, easily accessible resource is an effective way for nurses to quickly gain knowledge on unit
- Data compilation through collaboration with other PACU champions is key to maintain an up-to-date resource
- Visibility Board contents must be reviewed and reinforced to staff to uphold ongoing performance goal achievement
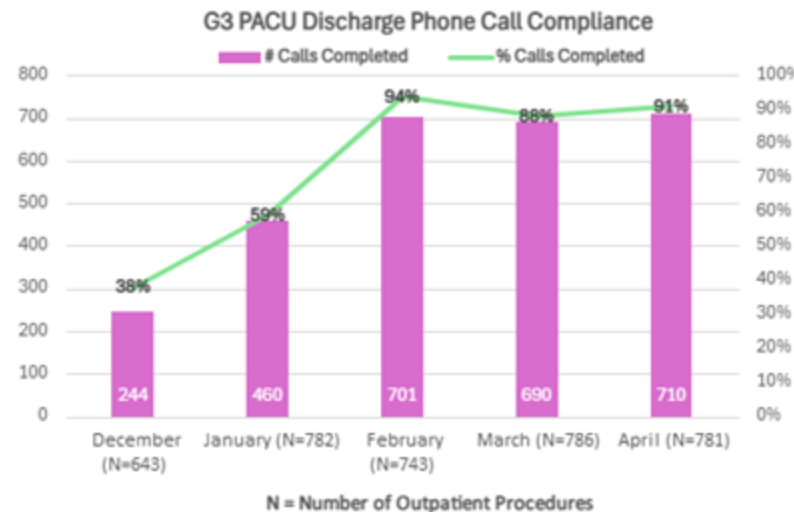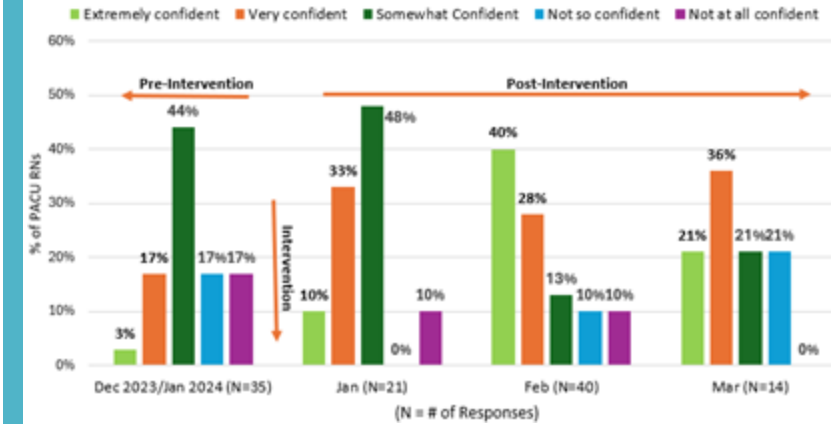
**Figure 1.** Scan QR for PACU Visibility Board

**Figure 2.** Scan QR code for Pain Assessment & BCMA

## Results



G3 PACU Discharge Phone Call Compliance

N = Number of Outpatient Procedures



2024 RNs Confidence Level Interviewing with Magnet & JC Surveyor

(N = # of Responses)

## Discussion

- The Visibility Board and unit champion improved RN's confidence levels in interviewing with appraisers/surveyors and improved unit performance with selected quality indicators

- BCMA performance is affected by other factors, including device failure, unreadable barcodes, overridden medications during emergencies, etc.

## References

Young, L. & Vogelsmeier, A. (2024). Quality Dashboards in Hospital Settings: A Systematic Review With Implications for Nurses. *Journal of Nursing Care Quality*; *39*(2), 188-194. DOI: 10.1097/NCQ.0000000000000747. Available at: https://journals.lww.com/jncqjournal/fulltext/2024/04000/quality_dashboards_in_hospital_settings__a.14.aspx